Technical Information Bulletin

SUBJECT: RG/RC Support Discontinuation **Document No.: 20275**

[ ] Factory Modification [ ] Field Modification [ ] Safety Information [ ] Technical Information [X] General Information [ ] Adv. Tech Information	Applies to: All RG's and RC's	Modification Schedule: [ ] TBS [ ] Next Call [ ] Next PM [X] As Necessary	Factory Installed_____ Field Installed_____ FittingTime _____

RISO, Inc.

RG / RC PRODUCT NOTICE

Release Date: May 20, 1999

Publication To: U.S.A. Canada and L.A.D.
Distributors
Dealers
Divisions
Direct Operations

cc: RISO, Inc. General Distribution All Locations

Re: DISCONTINUATION OF RG and RC TECHNICAL PRODUCT SUPPORT PROGRAMS

Effective July 01, 1999, RISO, Inc. is formally announcing the discontinuation of all Technical Support Programs for the RG, RC and associated accessories series of products. Please note, with the exception of the RC6300, all RG and RC Technical Support Programs, as outlined below, will be phased out, limited to availability, and end on September 30, 1999.

FIELD SUPPORT

Technical scheduled and emergency Field Support Programs will continue despite the discontinuation or limitations of other programs; however, these Support Programs will be limited by the availability of items as informed in this notice. Please review the entire content of this notice to determine which items may effect your current product support and how to avoid disruptions in your ongoing RG and RC product support needs.

TECHNICAL TRAINING PROGRAM

Technical Training is available through the existing RISO, Inc. Technical Training Programs. All courses are subject to availability of resources and must be prescheduled via fax, well in advance, through Technical Administration at Fax No. 978-762-8815.

To acquire RG and/or RC technical training, technical students must be GR base line trained and certified by RISO, Inc. For detailed requirements and instructions, please review the RISO, Inc. Dealer Operations Manual, Order Item No. 324, Section 7.1, Course Selections Availability.

TECHNICAL AIDS & SUPPORT MATERIALS

Technical support aids and materials for the RG and RC series of products are currently available and can be purchased while supplies last. A current listing of available RG and RC aids and materials accompanies this notice. Please call or fax orders to RISO, Inc.'s Customer Service Department at Telephone No. 1-800-995-7476, Fax No. 1-978-777-6280.

WARRANTY & REPAIR SERVICES

After July 01, 1999, all RG and RC Warranty and Repair Programs will be reviewed and evaluated in order to determine their continuation. As RG and RC spare parts or other RG and/or RC items dwindle, W&R programs maybe be limited or discontinued depending on their status. The programs listed, but not limited to the following, may be affected:

- **RG & RC PRODUCT AND SUPPLY WARRANTIES**
- **RMA's, RETURN MATERIAL/PRODUCT AUTHORIZATIONS**
- **FLAT RATE REPAIR ITEMS**
- **PRODUCT REFURBISHMENT**
- **F/U-PARTS, FOLLOW-UP OF EMERGENCY BACK ORDERED PARTS**

SPARE PARTS

RISO, Inc. is now in the process of reviewing prior annual usage and will place a LAST SPARE PARTS ORDER for parts specific to the RG, RC and associated accessories and series of products. Please note that RC6300 spare parts will continue to be available and RISO, Inc. will continue to reorder as normal stocked parts.

IMPORTANT! **After July 01, 1999, RG and RC spare parts will be limited to on-hand stock available at RISO, Inc.**

SUBJECT: RG/RC Support Discontinuation **Document No.: 20275**

IMPORTANT! **After July 01,1999 additional and/or special orders will be limited to parts on-hand and completed on a first come first serve basis. For your planning convenience, an Order Form accompanies this notice. It is suggested that all locations review spare part car stocks, inventory, and place an order to satisfy your current and future RG and RC spare part needs.**

AT THIS TIME, RISO, Inc. is also suggesting and requesting that all authorized RISO, Inc. locations review and complete the accompanying machine Survey Form for their active RG and RC population. This information is required in conjunction with the RISO, Inc. annual parts usage information to determine adequate re-stocking levels for our LAST RG &RC SPARE PARTS ORDER. The survey information may also very instrumental for RISO, Inc.'s consideration and/ or planning future upgrade programs.

***Product supplies (inks and masters) are not effected by this notice. This notice only refers to current Technical Support Programs that will be discontinued.**

Return of your completed orders and the machine survey are kindly requested on or before July 01, 1999.

RISO, INC. RESERVES THE RIGHT TO PREMATURELY LIMIT, DISCONTINUE OR END ANY AND ALL TECHNICAL SUPPORT PROGRAMS IN THIS NOTICE, WITHOUT RE-COURSE, DUE TO AVAILABILITY, LACK OF PARTICIPANTS AND/OR SITUATIONS BEYOND THE CONTROL OF RISO, INC.

Richard A. Church
RISO, Inc.
Director, Technical Operations

Attached: **ACTIVE RG AND RC MACHINE SURVEY FORM (1 PAGE)**
TECHNICAL MATERIAL ORDER FORM (2 PAGES)

(rc1035)rlm

ACTIVE RG AND RC MACHINE
SURVEY FORM

BUSINESS NAME: _____

BUSINESS ADDRESS: _____

SUBMITTED BY: _____

TITLE: _____

DATE: _____

Indicate total active units by model number. Please Note: Averages, including install years, monthly volumes and copy counts, are required for RISO, Inc.'s consideration of projected spare part orders/inventories. All information is required in order to forecast current and future consumable parts, flat rate repair items, and refurbishment stock/inventories.

MODEL	ACTIVE UNITS	AVG. INSTALL YEARS	AVG. MTH VOLUME	AVG COPY COUNT
RG2700				
RG2500				
RG3500				
RC6300				
RC5600				
RC5600D				
RC4000				
RC4500				
RC5800				

PLEASE FAX THIS COMPLETED FORM BEFORE July 01,1999

TO: RISO, INC., TECHNICAL ADMINISTRATION
Fax No. 1-978-750-4901

Technical Material Order Form

DEALER NAME: _____

SHIPPING ADDRESS: _____

CITY/STATE/ZIP: _____

P.O. #: _____ **Date:** _____ **Ordered by:** _____

Technical Documentation and Support Material

ITEM#	DESCRIPTION	UNIT	PRICE/ UNIT	ORDER QTY.	TOTAL
302	Test Chart Set	Set/3	$ 3.00	_____	_____
315	RC Series Technical Manual	Each	$ 50.00	_____	_____
315S	RC Series Technical Manual	Each	$ 50.00	_____	_____
320	Technical Information Bulletin	Each	$ 25.00	_____	_____
324	Dealer Operations Manual	Each	$ 25.00	_____	_____
328	Warranty or Repair Traveler Form	Pkg/50	$ 13.00	_____	_____
332	Service Reports	Pkg/150	$ 13.00	_____	_____
335	RG Series Technical Training Video	Each	$ 50.00	_____	_____
336	RG Series Parts List	Each	$ 25.00	_____	_____
337	RG Series Technical Manual Set (Complete)	Each	$125.00	_____	_____
342	TM2400 Sorter Technical Manual /PL	Each	$ 25.00	_____	_____
342S	TM2400 Sorter Tech Man /PL - Spanish	Each	$ 25.00	_____	_____
346	RC Series Parts List	Each	$ 25.00	_____	_____
348	Parts Change Information Bulletins	Each	$ 20.00	_____	_____
349	RA Series Technical Video (Introductory)	Each	$ 25.00	_____	_____
350	M60/S60 Sorter Parts Manual	Each	$ 15.00	_____	_____
351	Riso Publisher Tech. Video & Repair Guide	Each	$ 75.00	_____	_____
352	Riso Publisher Tech. Reference Guide	Each	$ 20.00	_____	_____
353S	RA Series Technical Manual - Spanish	Each	$ 50.00	_____	_____
358	RC Series Technical Training Video	Each	$ 85.00	_____	_____
359	SF3000 Technical Manual	Each	$ 25.00	_____	_____
360	RC/RA Options Installation Manual	Each	$ 15.00	_____	_____
361	RA Series Circuit Diagrams	Each	$ 50.00	_____	_____
363	C.I. Publisher System Tech. Manual	Each	$ 35.00	_____	_____
365	GR/RA Series Parts List	Each	$ 25.00	_____	_____
366	GR Series Technical Manual	Each	$ 50.00	_____	_____
367	TR Series Technical Manual	Each	$ 50.00	_____	_____
370	GR Series Technical Training Video	Each	$ 85.00	_____	_____
380	GR/RA Spanish Tech. Training Manual	Each	$ 50.00	_____	_____
381	TR Tech. Training Manual (Spanish)	Each	$ 50.00	_____	_____
382	SC3000 Technical Manuals	Each	$ 50.00	_____	_____
385	First Class Focus (Pre-Training Manual)	Each	$ 25.00	_____	_____
386	GR Series Technical Roadmap	Each	$ 10.00	_____	_____
387	AR8000 Envelope Feeder Manual	Each	$ 10.00	_____	_____
388	TR Series Technical Roadmap	Each	$ 10.00	_____	_____
389	TR Customer Operations Guide Poster	Each	$ 5.00	_____	_____
390	TR1510 Technical Training Video	Each	$ 60.00	_____	_____
391	GR Customer Operations Guide Poster	Each	$ 5.00	_____	_____
392	GR Customer Operations Guide Poster-Spanish/Portuguese	Each	$ 5.00	_____	_____
393	AR8000 Envelope Feeder Manual- Spanish/Portuguese	Each	$ 10.00	_____	_____

Technical Material Order Form

Technical Documentation and Support Material

ITEM#	DESCRIPTION	UNIT	PRICE/ UNIT	ORDER QTY.	TOTAL
1377	Astro Envelope Feeder Video	Each	$ 19.95	_____	_____
1378	Numbering Cylinder Video	Each	$ 19.95	_____	_____
1388	Numbering Cylinder Operators Guide	Each	$ 10.00	_____	_____
1393	TM5000 Training Video	Each	$ 19.95	_____	_____
394	TM5000 Technical Manual / PL	Each	$ 25.00	_____	_____
1701	RJ1100 Video	Each	$ 20.00	_____	_____
1702	RJ1100 Operator Guide / Technical Manual	Each	$ 20.00	_____	_____
395	AR8100 Envelope Feeder Manual	Each	$ 10.00	_____	_____
396	Service Call Reports (blank)	Pkg/150	$ 13.00	_____	_____
397	CR Series Technical Manual / Pl	Each	$ 50.00	_____	_____